



HRMS Grievance Tracking Training Guide





Course Objectives

- Upon completion of this course, you will be able to:
 - Explain the roles used in the Grievance Tracking System
 - Perform the required steps to administer a Grievance within the Grievance Tracking System
 - Track, report, and analyze grievance data
 - Take away all grievance resource materials



Housekeeping

- 1500 Jefferson Building Training Center logistics
- Cell phones on vibrate/silent
- Respect course start/end break times
- Actively participate in activities
- Share experiences and ideas
- Maintain focus and avoid side conversations
- Do not check your e-mail or otherwise use the web unless we are on a designated break



Agenda

■ Introductions

- Name, Agency, and your experience with HRMS Grievance or collective bargaining grievance procedures

■ Terminology and Roles within Grievance Tracking

■ Create and Manage a Grievance

- Basic functions to more complex
- Group grievances

■ Generate Reports and Analyze Data

■ Summary and Wrap up



Training Materials and Tools

- PowerPoint: Designed to introduce to you basic Grievance terms and concepts and teach you how to use the Grievance Tracking System.
- Reports Job Aid: Designed to provide end users with reference material so they may quickly access relevant HRMS information.
- Activity Guide: Designed to walk you through the exercises you will perform in the Grievance Tracking System today, including all user specific data.
- Glossary: Designed for you to use as a reference.



What is a Grievance?

- As defined in Collective Bargaining Agreements.
 - For example, the WFSE Agreement defines a grievance as “an allegation by an employee or group of employees that there has been a violation, misapplication, or misinterpretation” of the contract.
- The Grievance Tracking System is only used to track issues technically defined as a grievance in accordance with collective bargaining agreements.



Grievance Tracking System

- A system designed specifically for the State of Washington to track grievances filed by union-represented employees.
- HRMS [Human Resource Management System]



Grievance Roles - Agency

- Roles determine the data a person can access, display, and change in the Grievance Tracking system
- The following agency roles are used in the Grievance Tracking System:
 - **Agency Grievance Administrator**
 - **Agency Grievance Inquirer**



Grievance Roles - Centralized

- Centralized roles are assigned to the Labor Relations Division (LRD) and Department of Enterprise Services (DES) on behalf of assigned small agencies.
- LRD and DES use the following Centralized roles in the Grievance Tracking System:
 - **Central Grievance Administrator**
 - **DES Small Agency Assistance**



Grievance Roles - Summary

■ Agency Grievance Administrator

- Has full access to “own” Agency Grievance data

■ Agency Grievance Inquirer

- Has read access and may run reports for “own” Agency Grievance data

■ Central Grievance Administrator

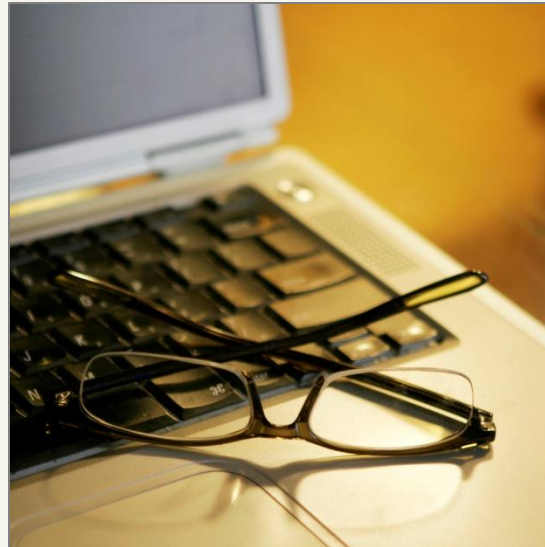
- Has Statewide access to Grievance Tracking System

■ DES Small Agency Assistance

- Has full access only for agencies assigned DES small agency assistance in the Grievance Tracking System



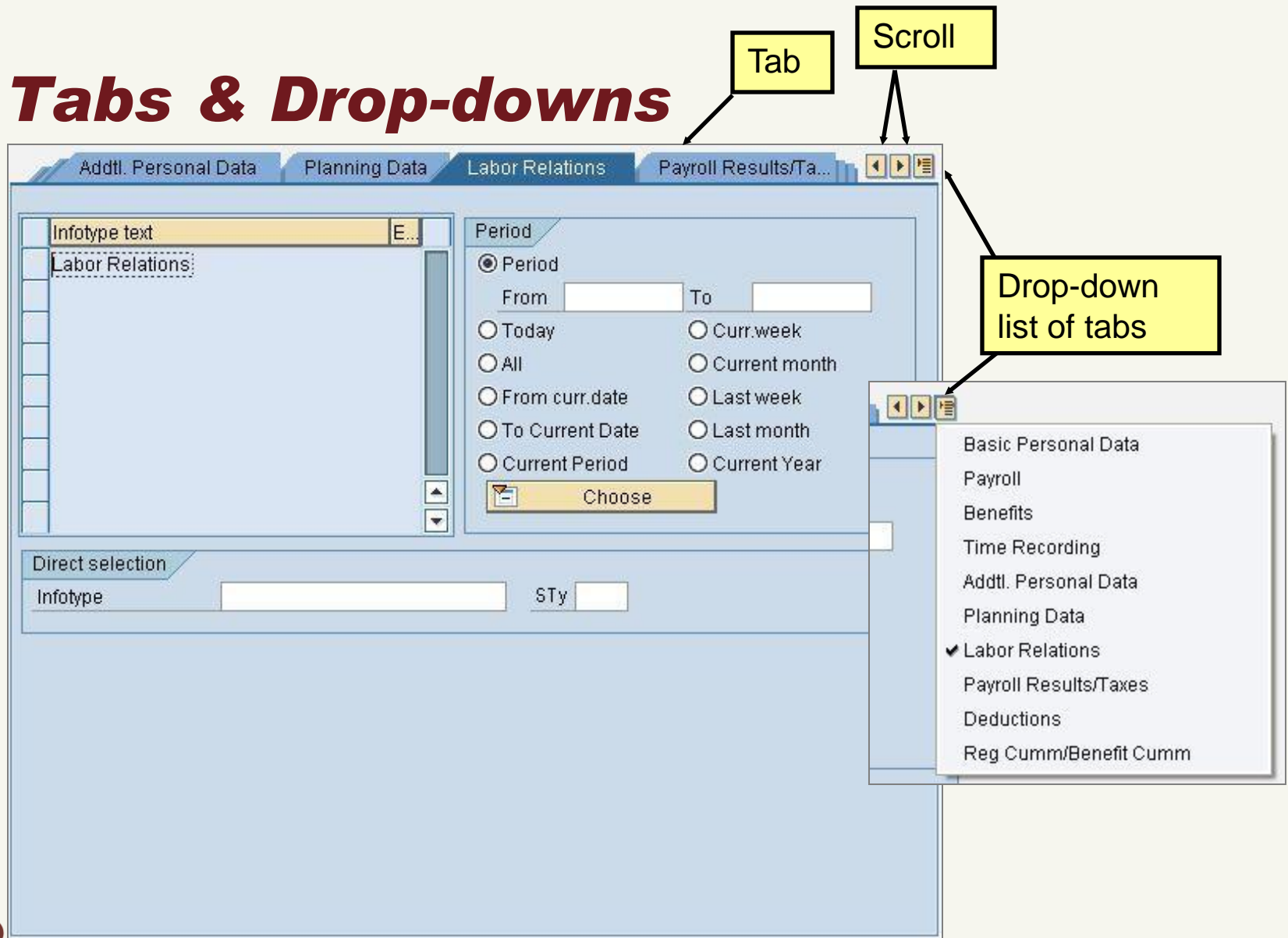
Grievance Training Walk Through Activity



Logging into HRMS HCM



Tabs & Drop-downs



Creating a Grievance

The screenshot displays a personnel management application window. At the top, the 'Personnel no.' field is populated with '268716'. Below it, the 'Name' field shows 'CR 12453 Single EIN DOT Test 00268716'. The 'PersArea' is '4050' (Dept of Transportation) and 'EEGroup' is '0' (Permanent). The 'PSubarea' is '00JS' (Highway Mntnce) and 'EESubgroup' is '06' (M-OT Elig>40hrs/wk). The 'Status' is 'Active'. Below these fields are several tabs: 'Addtl. Personal Data', 'Planning Data', 'Labor Relations' (which is selected), and 'Payroll Results/Ta...'. The 'Labor Relations' tab contains a list of 'Infotype text' and 'Labor Relations' on the left, and a 'Period' selection area on the right. The 'Period' area has a radio button for 'Period' and a 'From' to 'To' date range. Below this are several radio buttons for different time periods: 'Today', 'All', 'From curr.date', 'To Current Date', 'Current Period', 'Curr.week', 'Current month', 'Last week', 'Last month', and 'Current Year'. A 'Choose' button is also present. At the bottom of the window, there is a 'Direct selection' section with an 'Infotype' field and an 'STy' field.

Personnel no. 268716

Name CR 12453 Single EIN DOT Test 00268716

PersArea 4050 Dept of Transportation EEGroup 0 Permanent

PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active

Addtl. Personal Data Planning Data Labor Relations Payroll Results/Ta...

Infotype text E...

Labor Relations

Period

☒ Period

From To

☐ Today ☐ Curr.week

☐ All ☐ Current month

☐ From curr.date ☐ Last week

☐ To Current Date ☐ Last month

☐ Current Period ☐ Current Year

Choose

Direct selection

Infotype STy

Once the employee is identified, the **current** employee information will automatically populate.

Creating a Grievance

Personnel no. 268716
Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active

Addtl. Personal Data Planning Data Labor Relations Payroll Results/Ta...

Infotype text E...
Labor Relations

Period
☒ Period
From To
☐ Today ☐ Curr.week
☐ All ☐ Current month
☐ From curr.date ☐ Last week
☐ To Current Date ☐ Last month
☐ Current Period ☐ Current Year
Choose

Direct selection
Infotype STy

Select Labor Relations

Creating a Grievance

Maintain HR Master Data

Personnel no. 268716

Name CR 12453 Single EIN DOT T

PersArea 4050 Dept of Transportation

PSubarea 00JS Highway Mntnce EESu

Find by:

- Person
- Collective search help
- Search Term
- Free search

Create (F5)

Addtl. Personal Data Planning

Infotype text

Labor Relations

Creating a Grievance - Dates

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
Start 10/26/2009 To 12/31/9999

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Start Date must match Date Filed on First Step.

Date Filed ☒
Grievance Number ☒
Orig Agency ☒
Orig Pers Area ☒
Orig BU ☒
Other Griev Num
Cost
Group Grievance ☐
Entire BU Griev.
Other Incorp Griev
Griev #s
Group Griev Pers #s
Pers #s
Responder

Creating a Grievance, Grievance Info

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
Start 10/26/2009 To 12/31/9999

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Subtype ☒ Date Filed ☒
Discipline Type ☐ Grievance Number ☒
Discipline Reason ☐
Add.Discpl Reasons ☐ Orig Agency ☒
Discpl Reasons Orig Pers Area ☒
Orig BU ☒
Other Griev Num
Co

☐ Group Grievance
Entire BU Griev.
Other Incorp Griev
Griev #s
Group Griev Pers #s
Pers #s
Responder

Required Fields must be complete prior to moving on.

Information required to complete for a Group Grievance.

Create a Grievance - Subtype

- Subtype
 - Issue
 - Disciplinary

The screenshot shows a software window titled "Grievance Subtype (1) 2 Entries f...". The window has a "Restrictions" tab and a toolbar with icons for checkmark, close, help, add, delete, print, and search. Below the toolbar is a table with two columns: "Subty..." and "Subtype Descripti...". The table contains two rows: "01 Issue" and "02 Disciplinary". The status bar at the bottom indicates "2 Entries found".

Subty...	Subtype Descripti...
01	Issue
02	Disciplinary

Create a Grievance

■ Discipline Type

The screenshot shows a window titled "Discipline Type (1) 6 Entries f...". It has a "Restrictions" tab and a toolbar with icons for checkmark, close, home, print, search, help, and save. Below the toolbar is a table with two columns: "Discipline" and "Disc Type Descr".

Discipline	Disc Type Descr
01	Oral Reprimand
02	Written Reprimand
03	Reduction in Pay
04	Suspension
05	Demotion
06	Discharge

At the bottom, it says "6 Entries found".

■ Discipline Reason

The screenshot shows a window titled "Discipline Reason (1) 25 Entries found". It has a "Restrictions" tab and a toolbar with icons for checkmark, close, home, print, search, help, and save. Below the toolbar is a table with two columns: "DiscReason" and "Discipline Reason Descripti...".

DiscReason	Discipline Reason Descripti...
01	Abandonment
02	Abuse of Client/Resident/Public
03	Abuse of Co-worker
04	Attendance
05	Conflict of Interest
06	Criminal
07	Discrimination
08	Drugs & Alcohol
09	Harassment
10	Inappropriate Behavior
11	Incompetence
12	Insubordination
13	Misuse of Leave
14	Misuse of State Resources
15	Neglect of Duty
16	Off-Duty Conduct
25	Other
17	Poor Performance
18	Sexual Harassment

At the bottom, it says "25 Entries found".

Create a Grievance

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
Start 10/26/2009 To 12/31/9999

Grievance Info Tracking Contacts Article Info

Subtype 02 Date Filed ☒
Discipline Type 02 Grievance Number ☒
Discipline Reason 10
Add.Discpl Reasons

☐ Group Grievance

Additional Discipline Reason (1) 25 Entries found

Restrictions

Add Reason Additional Discipline Reason T...

01	Abandonment
02	Abuse of Client/Resident/Public
03	Abuse of Co-worker
04	Attendance
05	Conflict of Interest
06	Criminal
07	Discrimination
08	Drugs & Alcohol
09	Harassment
10	Inappropriate Behavior
11	Incompetence
12	Insubordination
13	Misuse of Leave

Responder

Additional Discipline Reason

Responder – this individual is responsible for responding to each step of the Grievance.

Create a Grievance

Personnel No.	268716	Name	CR 12453 Single EIN DOT Test 00268716		
PersArea	4050	Dept of Transportation	EEGroup	0	Permanent
PSubarea	00JS	Highway Mntnce	EESubgroup	06	M-OT Elig>40hrs/wk
Status	Active				
Start	10/26/2009	To	12/31/9999		

Grievance Info		Tracking	Contacts	Article Info 1	Article Info 2	Article I...
----------------	--	----------	----------	----------------	----------------	--------------

Subtype	02	Date Filed	<input checked="" type="checkbox"/>
Discipline Type	02	Grievance Number	<input checked="" type="checkbox"/>
Discipline Reason	10	Orig Agency	<input checked="" type="checkbox"/>
Add.Discpl Reasons	12	Orig Pers Area	<input checked="" type="checkbox"/>
Discpl Reasons		Orig BU	<input checked="" type="checkbox"/>
<input type="checkbox"/> Group Grievance		Other Griev Num	<input type="text"/>
Entire BU Griev.	<input type="text"/>	Cost	<input type="text"/>
Other Incorp Griev	<input type="text"/>		
Griev #s			
Group Griev Pers #s	<input type="text"/>		
Pers #s			
Responder	<input type="text"/>		

Complete Date Filed field
prior to going further

Create a Grievance

Personnel No.	268716	Name	CR 12453 Single EIN DOT Test 00268716		
PersArea	4050	Dept of Transportation	EEGroup	0	Permanent
PSubarea	00JS	Highway Mntnce	EESubgroup	06	M-OT Elig>40hrs/wk
Status	Active				
Start	10/26/2009	To	12/31/9999		

Grievance Info	Tracking	Contacts	Article Info 1	Article Info 2	Article I...
----------------	----------	----------	----------------	----------------	--------------

Subtype	02	Date Filed	10/26/2009
Discipline Type	02	Grievance Number	<input checked="" type="checkbox"/>
Discipline Reason	10	Orig Agency	<input checked="" type="checkbox"/>
Add.Discpl Reasons	12	Orig Pers Area	<input checked="" type="checkbox"/>
➔ Discpl Reasons		Orig BU	<input checked="" type="checkbox"/>
<input type="checkbox"/> Group Grievance			
Entire BU Griev.	<input type="text"/>		
Other Incorp Griev	<input type="text"/>		
➔ Griev #s		Other Griev Num	<input type="text"/>
Group Griev Pers #s	<input type="text"/>		
➔ Pers #s		Cost	<input type="text"/>
Responder	<input type="text"/>		

Enter Grievance Number

Create a Grievance

Personnel No. Name

PersArea Dept of Transportation EEGroup Permanent

PSubarea Highway Mntnce EESubgroup M-OT Elig>40hrs/wk Status

Start To

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Subtype Date Filed

Discipline Type Grievance Number

Discipline Reason

Add.Discpl Reasons Orig Agency ☒

Original Business Area (1) 119 Entries found

☐ Group Grievance

Entire BU Griev.

Other Incorp Griev

Restrictions

Group Griev Pers #s

BusA Description

Responder

BusA	Description
0110	House of Representatives
0120	State Senate
0130	Joint Transportation Comm
0140	Joint Leg Audit and review Com
0150	Leg Transportation Committee
0200	Leg Eval & Account Prog Comm
0350	Office of State Actuary
0380	Joint Leg Systems Committee

Orig Agency

Create a Grievance

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716

PersArea 4050 Dept of Transportation EEGroup 0 Permanent

PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active

Start 10/26/2009 To 12/31/9999

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Subtype 02 Date Filed 10/26/2009

Discipline Type 02 Grievance Number TEST-DOT-2010-...

Discipline Reason 10

Add.Discpl Reasons 12

Orig Agency 4050

Orig Pers Area ☒

Discpl Reasons

Original Personnel Area (1) 185 Entries found

Restrictions

Group Grievance ☐

Entire BU Griev. ☐

Other Incorp Griev ☐

Group Griev Pers #s

Responder

PA	Personnel Area Text	CoCd	CGrpg
0110	House of Representatives	WA01	10
0120	Senate	WA01	10
0130	Joint Transportation Comm	WA01	10
0140	Joint Leg Audit/Rev Comm	WA01	10
0200	L.E.A.P Committee	WA01	10
0350	Office of State Actuary	WA01	10
0380	Joint Legislative Sys Co	WA01	10
0400	Perm Statute Law Comm	WA01	10

Orig Pers Area

Create a Grievance

Personnel No. Name
 PersArea Dept of Transportation EGroup Permanent
 PSubarea Highway Mntnce EESubgroup M-OT Elig>40hrs/wk Status
 Start To

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Subtype Date Filed
 Discipline Type Grievance Number
 Discipline Reason
 Add.Discpl Reasons [Discpl Reasons](#)
☐ Group Grievance
 Entire BU Griev.
 Other Incorp Griev [Griev #s](#)
 Group Griev Pers #s [Pers #s](#)
 Responder

Orig Agency
 Orig Pers Area
 Orig BU ☒

Orig BU

Original Personnel Subarea (1) 9 Entries found

Restrictions

PSubarea	P.subarea text
0001	Non Represented
0002	WMS
0003	Exempt
00J5	Agencywide
00JS	Highway Mntnce

Create a Group Grievance

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
Start 10/26/2009 To 12/31/9999

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Subtype 02 Date Filed 10/26/2009
Discipline Type 02 Grievance Number TEST-DOT-2010-...
Discipline Reason 10
Discpl Reasons 12
Orig Agency 4050
Orig Pers Area 4050
Orig BU 00JS
Other Griev Num
Cost

☐ Group Grievance
Entire BU Griev.
Other Incorp Griev
Griev #s
Group Griev Pers #s
Pers #s
ponder

Check Group Grievance box
Entire BU Grievance
Other Incorporated Grievance
Group Grievance Personnel Numbers

Create a Grievance

Personnel No.	268716	Name	CR 12453 Single EIN DOT Test 00268716		
PersArea	4050	Dept of Transportation	EEGroup	0	Permanent
PSubarea	00JS	Highway Mntnce	EESubgroup	06	M-OT Elig>40hrs/wk
Status	Active				
Start	10/26/2009	To	12/31/9999		

Grievance Info	Tracking	Contacts	Article Info 1	Article Info 2	Article I...
----------------	----------	----------	----------------	----------------	--------------

Subtype	02	Date Filed	10/26/2009
Discipline Type	02	Grievance Number	TEST-DOT-2010-...
Discipline Reason	10	Orig Agency	4050
Add.Discpl Reasons	12	Orig Pers Area	4050
		Orig BU	00JS
Discpl Reasons		Other Griev Num	
<input type="checkbox"/> Group Grievance		Cost	
Entire BU Griev.			
Other Incorp Griev			
Griev #s			
Group Griev Pers #s			
Pers #s			
Responder			

Other Grievance
Number

Cost (OFM
use only)



Create a Grievance - Tracking

Personnel No.	268716	Name	CR 12453 Single EIN DOT Test 00268716		
PersArea	4050	Dept of Transportation	EEGroup	0	Permanent
PSubarea	00JS	Highway Mntnce	EESubgroup	06	M-OT Elig>40hrs/wk
Status	Active				
Start	10/26/2009	To	12/31/9999		

Grievance Info	Tracking	Contacts	Article Info 1	Article Info 2	Article I...
----------------	----------	----------	----------------	----------------	--------------

Grievance Status	<input type="radio"/>	OFM Number	<input type="text"/>
Step	<input checked="" type="checkbox"/>	<input type="checkbox"/> Time Extension	
Close Reason	<input type="text"/>	Close Date	<input type="text"/>

Create a Grievance - Tracking

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
Start 10/26/2009 To 12/31/9999

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Grievance Status ☒ OFM Number
Step ☒ ☐ Time Extension
Close Reason Close Date

Grievance Status (1) 4 Entries found

Restrictions

Grv stat... Grv stat...

01	Open
02	Closed
03	Pending
04	Bypass

4 Entries found

Grievance Status

- Open
- Closed
- Pending
- Bypass

Create a Grievance - Tracking

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Grievance Status ☒ OFM Number
Step ☒ ☐ Time Extension
Close Reason Close Date

Grievance Step (1) 15 Entries found

Restrictions

Grv st...	Grievance Step
1M	Step 1 Meeting
1R	Step 1 Response
2M	Step 2 Meeting
2R	Step 2 Response
3M	Step 3 Meeting
3R	Step 3 Response
ADRM	Alternative Dispute Resolution Meet
ADRR	Alternative Dispute Resolution Resp
AM	Arbitration Meeting
AR	Arbitration Response
MED	Mediation
PARMM	Pre-Arbitration Meeting
PARMR	Pre-Arbitration Response
PM	Panel Meeting
PR	Panel Response

15 Entries found

Create a Grievance - Tracking

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
Start 10/26/2009 To 12/31/9999

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Grievance Status 01
Step 1M
Close Reason
OFM Number
Time Extension
Close Date

Close Reason

Time Extension

Close Date

OFM Number

Close Reason (1) 4 Entries found

Restrictions

Close Rsn	Close Reason
01	Withdrawn
02	Settled
03	Arbitration
04	Incorp into other grievan

4 Entries found

Create a Grievance - Contacts

The screenshot shows a web application interface for creating a grievance, specifically the 'Contacts' tab. The form contains several input fields for different roles. Two yellow callout boxes with black borders and arrows point to specific fields, indicating that for each role, either a text entry or a checkbox is acceptable, but at least one must be provided.

Field Label	Field Type	Annotation
HRC	Text Input	Can do both, must have one
Appointing Authority	Checkbox	
Agency LR Contact	Text Input	
AGO	Text Input	Can do both, must have one
Arbitrator	Text Input	
Agency LRO/OFM Rep	Text Input	
Shop Steward	Text Input	
Staff Rep	Text Input	
Union Attorney	Text Input	
Other	Text Input	

Below the 'Other' field is a small button with a blue arrow pointing right.

Create a Grievance - Article Info 1

Grievance Info **Tracking** **Contacts** **Article Info 1** **Article Info 2** **Article I...**

Master Agreement ☒

Contract Year ☒

Article Name ?

Article Number ☒

Subarticle Name

Subarticle Number

Contract Year (1) 4 Entries found

Restrictions

Contract...	Contract...
01	05-07
02	07-09
03	09-11
04	11-13

4 Entries found

Master Agreement (1) 19 Entries found

Restrictions

Master ...	Master Agr
01	Coalition
02	IFPTE L17
03	SEIU 1199
04	Teamsters
05	UFCW
06	WFSE
	WPEA
	WSPTA
	WSPLA
	FASPAA
	IBU
	MEBA Licensed
	MEBA Unlicensed
	Metal Trades
	MM&P
	MM&P Watch Supv
	OPEIU
	SEIU Local 6
	WAFWP

19 Entries found

Article Name (1) 133 Entries found

Restrictions

Art Na...	Article Description
01	Agency Personnel Policies
02	Aviation Insurance
03	Bargaining Agreement Training
04	Bid System
05	Child Center - Lakeland Village
06	Classification
07	Compensation
08	Defense and Indemnification
09	Development Advancement
10	Discipline
11	Drug and Alcohol Free Workplace
12	Dues Deduction
13	Duration
14	Duty Stations
15	Employee Activity and Privacy
16	Employee Assistance Program
17	Employee Requested Transfers
18	Employee Rights
19	Entire Agreement

133 Entries found



Create a Grievance - Article Info 1

Grievance Info Tracking Contacts **Article Info 1** Article Info 2 Article I...

Master Agreement 06 WFSE
Contract Year 01 05-07

Article Name 38 Management Rights
Article Number 35

Subarticle Name
Subarticle Number

Article Number is the actual Article number from your Master Agreement.

Sub-article Name is not identified by the Master Agreement #.

Sub-article Number, enter # per your Master Agreement.

Notes

The screenshot shows a software window with a menu bar (Infotype, Edit, Goto, Extras, System, Help) and a toolbar. A 'Change' menu is open, showing options: Create (F5), Change, Copy (Shift+F9), Delete (Shift+F2), Lock/unlock (Shift+F12), Maintain text (F9), Display text, Cancel (F12), Search term, and Free search. A yellow callout box with a black border points to the 'Maintain text' option with the text: 'Select Edit Maintain Text Text (Enter your Notes)'. The main window displays a form for 'Grievance Info' with fields for Subtype (02 Disciplinary), Discipline Type (02 Written Reprimand), Discipline Reason (10 Inappropriate Behav), Add. Discpl Reasons (12 Insubordination), Grievance Number (TEST-DOT-2010-...), Orig Agency (4050 Department of ...), Orig Pers Area (4050 Dept of Transp ...), Orig BU (00JS Highway Mntnce), Other Griev Num, Cost, Group Griev Pers #s, and Responder (20008125 MURINKO, SHAWN).

Grievance Info	
Subtype	02 Disciplinary
Discipline Type	02 Written Reprimand
Discipline Reason	10 Inappropriate Behav
Add. Discpl Reasons	12 Insubordination
Discpl Reasons	
<input type="checkbox"/> Group Grievance	
Entire BU Griev.	
Other Incorp Griev	
Griev #s	
Group Griev Pers #s	
Pers #s	
Responder	20008125 MURINKO, SHAWN

Notes

Table Edit Goto Utilities System Help

✓ [Text Entry Icon] [Undo] [Redo] [Delete] [Print] [Zoom In] [Zoom Out] [Help]


Text

Enter notes here...

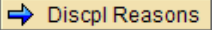

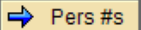
Remember to save your work!

Notes

Notes icon, indicating that a Note is present in this record.

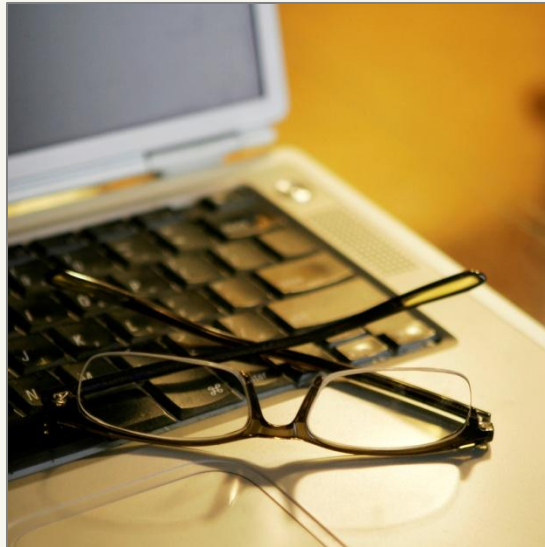
Personnel No.	268716	Name	CR 12453 Single EIN DOT Test 00268716		
PersArea	4050	Dept of Transportation	EEGroup	0	Permanent
PSubarea	00JS	Highway Mntnce	EESubgroup	06	M-OT Elig>40hrs/wk
Status	Active				
Start	10/26/2009	To	12/31/9999	Chngd	10/27/2009
				ANDYC	

Grievance Info		Tracking	Contacts	Article Info 1	Article Info 2	Article I...
----------------	--	----------	----------	----------------	----------------	--------------

Subtype	02	Disciplinary	Date Filed	10/26/2009	
Discipline Type	02	Written Reprimand	Grievance Number	TEST-DOT-2010-...	
Discipline Reason	10	Inappropriate Behav	Orig Agency	4050	Department of ...
Add.Discpl Reasons	12	Insubordination	Orig Pers Area	4050	Dept of Transp...
			Orig BU	00JS	Highway Mntnce
<input type="checkbox"/> Group Grievance					
Entire BU Griev.			Other Griev Num		
Other Incorp Griev			Cost		
					
Group Griev Pers #s					
					
Responder	20008125 MURINKO, SHAWN				



Grievance Training Exercise




**Create a Grievance
Activity 1, Page 2**




Change a Grievance

Why Change a Grievance?

- Use the change icon  to update a piece of information in a specific record.
- Once the record is updated, it replaces the information previously entered and becomes the record you see in the system.



Steps to Change a Grievance

- Enter PA30 in the command field
- In Maintain HR Master Data, enter employee personnel number or search for it
- “Enter” key will populate the employee’s personnel record
- Select the “Labor Relations” tab
- Select “Overview”  to view all records and identify the one you wish to change

Change a Grievance

The screenshot shows the 'Maintain HR Master Data' window. The menu bar includes 'HR master data', 'Edit', 'Goto', 'Extras', 'Utilities', 'Settings', 'System', and 'Help'. The toolbar contains various icons for file operations and navigation. The left sidebar has a 'Find by' section with options: 'Person', 'Collective search help', 'Search Term', and 'Free search'. The main area has tabs for 'Addtl. Personal Data', 'Planning Data', and 'Labor Relations'. The 'Labor Relations' tab is active, showing a list with 'Infotype text' and 'Labor Relations'. A green checkmark is next to 'Labor Relations'. The right panel has a 'Period' section with radio buttons for 'Today', 'All', 'From curr.date', 'To Current Date', 'Current Period', 'Curr.week', 'Current month', 'Last week', 'Last month', and 'Current Year', along with a 'Choose' button. The bottom section has a 'Direct selection' area with 'Infotype' set to 'Labor Relations' and a 'STy' field.

Select "Overview" to view all and identify the record you wish to update

Green check indicates a Grievance exists

Select Labor Relations

Click on the
“Change” button.

Change a Grievance

Personnel No. 268716 Name CR 12453 Single EIN DO
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk
Start 10/26/2009 To 12/31/9999 Chngd 10/27/2009

Select Tab to update "Contacts"

Grievance Info Tracking **Contacts** Article Info 1 Article Info 2 Article I...

Subtype	02	Disciplinary	Date Filed	10/26/2009
Discipline Type	02	Written Reprimand	Grievance Number	TEST-DOT-2010-...
Discipline Reason	10	Inappropriate Behav		
Add.Discpl Reasons	12	Insubordination	Orig Agency	4050 Department of ...
		→ Discpl Reasons	Orig Pers Area	4050 Dept of Transp...
			Orig BU	00JS Highway Mntnce
<input type="checkbox"/> Group Grievance			Other Griev Num	
Entire BU Griev.			Cost	
Other Incorp Griev				
		→ Griev #s		
Group Griev Pers #s				
		→ Pers #s		
Responder	20008125	MURINKO, SHAWN		

Change a Grievance

Contacts tab

Grievance Info Tracking **Contacts** Article Info 1 Article Info 2 Article I...

HRC	40000278	KOONTZ, JENNIFER
Appointing Authority	40000291	BURGUNDY, RON
Agency LR Contact		
AGO	Sheehan, Jenny	
Arbitrator		
Agency LRO/OFM Rep		
Shop Steward		
Staff Rep	Brookman, Debbie	
Union Attorney		
Other		

Add assigned Assistant Attorney General

→

Record Changed

Change a Grievance

Maintain HR Master Data

Personnel no. 268716

Name CR 12453 Single EIN DOT Test 00268716

PersArea 4050 Dept of Transportation EGroup 0 Permanent

PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active

Find by
Person
Collective search help
Search Term
Free search

Addtl. Personal Data Planning Data Labor Relations Payroll Results/Ta...

Infotype text Labor Relations ✓

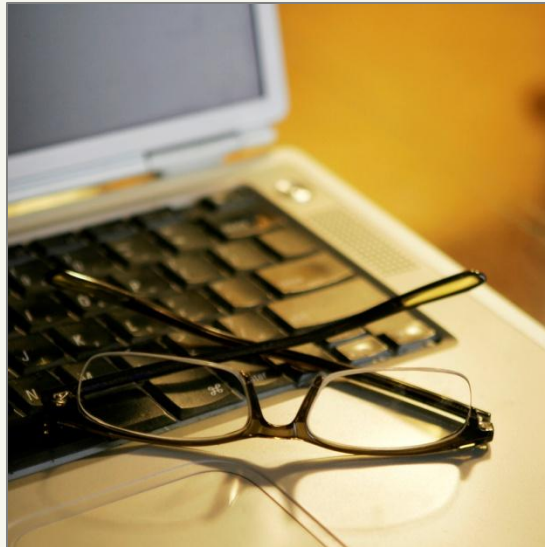
Period
From To
Today Curr.week
All Current month
From curr.date Last week
To Current Date Last month
Current Period Current Year
Choose

Direct selection
Infotype Labor Relations STy

"Record Changed" message has cleared



Grievance Training Exercise



**Change a Grievance
Activity 2, Page 7**





Copy a Grievance

Why Copy a Grievance?

- Copy a grievance record to create additional records and preserve the history of the Grievance.
- The only way all actions related to a grievance can be tracked and easily displayed is by using the copy function.



Steps to Copy a Grievance

- Enter PA30 in the command field
- In Maintain HR Master Data, enter employee personnel number or search for it
- “Enter” key will populate the employee’s personnel record
- Select the “Labor Relations” tab
- Select “Overview”  to view all records and identify the one you wish to copy
- With the record you wish to copy highlighted, select the copy function 

Copy a Grievance

Select Overview

Select Labor Relations

HR master data Edit Goto Extras Utilities Settings System Help

Maintain HR Master Data

Overview (Shift+F8) 268716

Find by

- Person
- Collective search help
- Search Term
- Free search

Name CR 12453 Single EIN DOT Test 00268716

PersArea 4050 Dept of Transportation EEGroup Permanent

PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Ellg>40hrs/wk Status Active

Addtl. Personal Data Planning Data Labor Relations Payroll Results/Ta...

Infotype text

Labor Relations

Period

☒ Period

From To

☐ Today ☐ Curr.week

☐ All ☐ Current month

☐ From curr.date ☐ Last week

☐ To Current Date ☐ Last month

☐ Current Period ☐ Current Year

Choose

Direct selection

Infotype Sty

HRD (1) (700) ssvdbhrdecc INS

Select the Record to copy.

Copy a Grievance

Copy Labor Relations (9102)

Personnel No. 268716 Name CR 12453

PersArea 4050 Dept of Transportation

Area 00JS Highway Mntnce EESubgroup 06

Start date → 11/10/2009 To 12/31/9999

12/31/9999 date indicates the most current step in the Grievance.

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Subtype	02	Disciplinary	Date Filed	10/26/2009
Discipline Type	02	Written Reprimand	Grievance Number	TEST-DOT-2010-...
Discipline Reason	10	Inappropriate Behav		
Add.Discpl Reasons	12	Insubordination	Orig Agency	4050 Department of ...
		Discpl Reasons	Orig Pers Area	4050 Dept of Transp ...
<input type="checkbox"/> Group Grievance			Orig BU	00JS Highway Mntnce
Entire BU Griev.			Other Griev Num	
Other Incorp Griev			Cost	
		Griev #s		
Group Griev Pers #s				
		Pers #s		
Responder	20008125	MURINKO, SHAWN		

Update Responder →

Copy a Grievance

Copy Labor Relations (9102)

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
0JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
11/10/2009 To 12/31/9999

Find by
Person
Collective search help
Search Term
Free search

Tracking

Grievance Info Tracking Article Info 2 Article Info 3

Grievance Status 01 Open
Step 1M Step 1 Meeting
Close Reason

Change "Step"

Grievance Step (1) 15 Entries found

Restrictions

Grv st... Grievance Step

1M	Step 1 Meeting
1R	Step 1 Response
2M	Step 2 Meeting
2R	Step 2 Response
3M	Step 3 Meeting

Select 1R

Copy a Grievance

Copy Labor Relations (9102)

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
Start 11/10/2009 To 12/31/9999

Find by
Person
Collective search help
Search Term
Free search

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

Grievance Status 01 Open
Step 1R Step 1 Meeting
Close Reason Close Date

Step Changed

Copy a Grievance

Change Labor Relations (9102)

Find by

Person

Collective search help

Search Term

Free search

Personnel No.

268716

Name

CR 12453 Single EIN DOT Test 00268716

PersArea

4050

Dept of Transportation

EGroup

0

Permanent

PSubarea

00JS

Highway Mntnce

EESubgroup

06

M-OT Elig>40hrs/wk

Status

Active

Start

11/10/2009

To

12/31/9999

Chngd

10/30/2009

ANDYC

Grievance Info

Tracking

Contacts

Article Info 1

Article Info 2

Article I...

HRC

Appointing Authority

99428741

LOVELESS, ROBERT

Agency LR Contact

20022726

BRICKLEY, JENNIFER

AGO

Arbitrator

Agency LRO/OFM Rep

Shop Steward

Staff Rep

bobbitt, rebecca

Union Attorney

Other

Steps to Copy a Grievance

Change Labor Relations (9102)

Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
PersArea 4050 Dept of Transportation EEGroup 0 Permanent
PSubarea 00JS Highway Mntnce EESubgroup 06 M-OT Elig>40hrs/wk Status Active
Start 11/10/2009 To 12/31/9999 Chngd 10/30/2009 ANDYC

Find by
Person
Collective search help
Search Term
Free search

Grievance Info Tracking Contacts Article Info 1 Article Info 2 Article I...

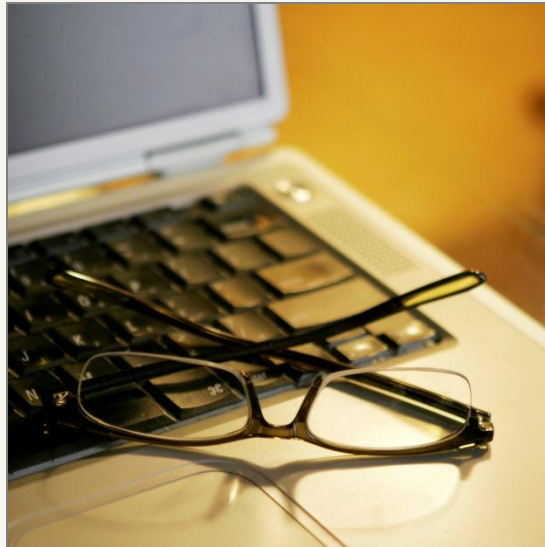
Master Agreement 06 WFSE
Contract Year 03 09-11
Article Name 10 Discipline
Article Number 15
Subarticle Name
Subarticle Number 02

Original Record

Record Changed



Grievance Training Exercise



**Copy a Grievance
Activity 3, Page 8**



Close a Grievance

- Close a grievance when you receive documentation from Human Resources, Attorney General's Office or Union Representative indicating it is:
 - Settled
 - Withdrawn
 - Incorporated into another grievance
 - Arbitration decision received*

When an arbitration decision is received the OFM Labor Relations Division (LRD) will enter the closure data. Furthermore, LRD will enter case closure data if closure occurs at any point after elevation to the LRD.



Steps to Close a Grievance

- Always use the copy function to create a **NEW** record when closing a grievance
- Checklist for closing record:
 - ☐ Change **Start** date to close date
 - ☐ Verify **End (To)** date is 12/31/9999
 - ☐ Change **Grievance Status** to **Closed**
 - ☐ Enter **Close Reason**
 - ☐ Enter **Close Date**
- Change the original record's **End (To)** date to the same Start date of the closing record



Delete a Grievance Record

Why delete a grievance record?

- Delete a grievance record if it has been created in error and you need to delete it from the grievance history.
- This is a permanent action.

Delete a record

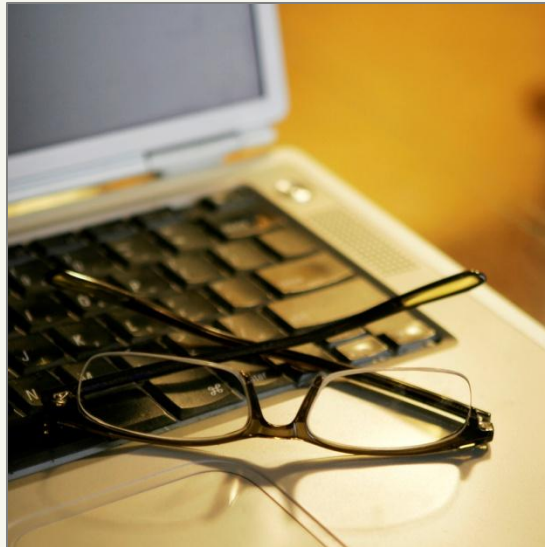
Personnel No. 268716 Name CR 12453 Single EIN DOT Test 00268716
EEGroup 0 Permanent
M-OT Elig>40hrs/wk Status Active
Choose 01/01/1800 To 12/31/9999 STy.

Start Date	End Date	G.	Di	Di	Ad	Ad	Ad	Ad	Grv Number	G	Enti	Grp	Grv No
11/10/2009	12/31/9999	02	02	10	12				TEST-DOT-2010-01				
11/10/2009	12/31/9999	02	02	10	12				TEST-DOT-2010-01				
10/26/2009	11/09/2009	02	02	10	12				TEST-DOT-2010-01				

Entry 1 of 3



Grievance Training Exercise



**Close a Grievance (part 1) and
Delete a Grievance (part 2)
Activity 4, Page 10**



Record a Time Extension

- Use this process to record when the parties mutually agree to a time extension of the grievance.
- Always use the copy function to create a **NEW** record to capture a time extension.
- Checklist for recording a time extension:
 - ☐ Change **Start** date to date parties mutually agree to time extension
 - ☐ Keep grievance step the same as copied record
 - ☐ Change **End Date (To)** date grievance advanced or when time extension ends
 - ☐ Check **Time Extension** box



Grievance Training Exercise



**Record a time extension
Activity 5, Page 12**

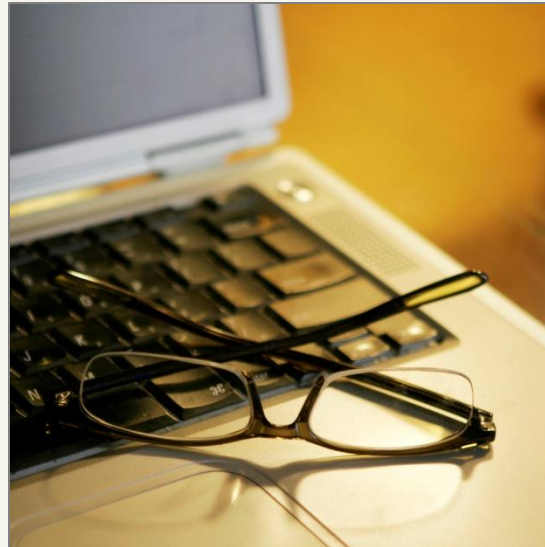


Record a Bypassed Step

- Capture when a step is bypassed in the grievance process in order to maintain the history
- Checklist for bypass:
 - ☐ Change the meeting (#M) record's **End (To)** date to the date prior to the date notice of bypass is provided to Union or the date the parties mutually agree to bypass
 - ☐ Copy the record you were just working in and only update:
 - ☐ Grievance status to **Bypass**
 - ☐ **Start** date to date notice of bypass is provided to Union or the date the parties mutually agree to bypass
 - ☐ Add any necessary notes to **Maintain Text**



Grievance Training Exercise



**Record a bypassed step in the
grievance process
Activity 6, Page 15**



Group Grievance Types

- Entire **bargaining unit** files a grievance or a grievance is filed on behalf of a bargaining unit
- **Two or more employees** file a grievance together
- **One employee files multiple** grievances which are later consolidated
- **Two or more employees file similar grievances** which are later consolidated

Grievance Info Tracking Contacts Artic

Subtype 01 Issue

Discipline Type

Discipline Reason

Add. Discpl Reasons

→ Discpl Reasons

☒ Group Grievance

Entire BU Griev. 00JA Institutions

Other Incorp Griev

→ Griev #s

Group Griev Pers #s

→ Pers #s

Group Grievance “Must”

- Identify the employee who will store the group grievance data when the group grievance is one of the following:
 - Entire **bargaining unit** files a grievance or a grievance is filed on behalf of a bargaining unit
 - **Two or more employees** file a grievance together
 - **Two or more employees file similar grievances** which are later consolidated

The screenshot shows a web-based form with tabs for 'Grievance Info', 'Tracking', 'Contacts', and 'Article'. The 'Grievance Info' tab is active. The form contains the following fields and buttons:

- Subtype: 01 Issue
- Discipline Type: [Empty]
- Discipline Reason: [Empty]
- Add.Discpl Reasons: [Empty]
- [Blue arrow button] Discpl Reasons
- ☒ Group Grievance (This section is highlighted with a red box)
- Entire BU Griev.: 00JA Institutions
- Other Incorp Griev: [Empty]
- [Blue arrow button] Griev #s
- Group Griev Pers #s: [Empty]
- [Blue arrow button] Pers #s

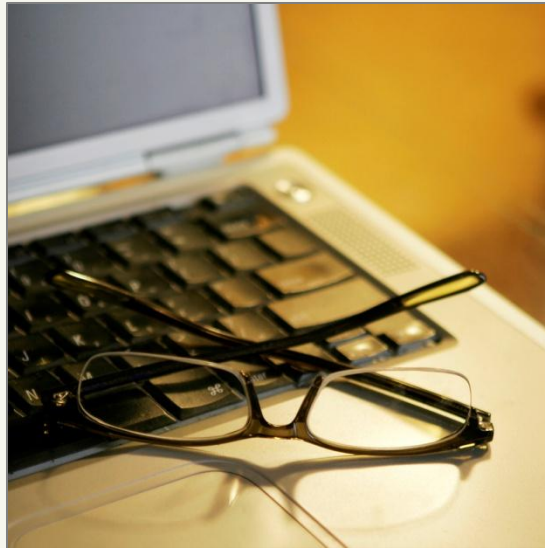
Create Group Grievances

- A grievance involves an entire bargaining unit (BU)
 - Enter grievance data as usual and **save**
 - Go back into the record and on the **Grievance Info** tab, check **Group Grievance** box
 - Enter the BU code in **Entire BU Griev.** field

The screenshot shows the 'Grievance Info' tab of a software application. The interface includes several input fields and buttons. At the top, there are tabs for 'Grievance Info', 'Tracking', 'Contacts', and 'Article'. The 'Grievance Info' tab is active. Below the tabs, there are fields for 'Subtype' (with a dropdown menu showing '01 Issue'), 'Discipline Type' (with a dropdown menu), 'Discipline Reason' (with a dropdown menu), and 'Add. Discpl Reasons' (with a dropdown menu). To the right of these fields is a button labeled 'Discpl Reasons'. Below these fields, there is a checkbox labeled 'Group Grievance' which is checked. To the right of the checkbox is a field labeled 'Entire BU Griev.' with a dropdown menu showing '00JA Institutions'. Below this field is another field labeled 'Other Incorp Griev' with a dropdown menu. To the right of this field is a button labeled 'Griev #s'. At the bottom, there is a field labeled 'Group Griev Pers #s' with a dropdown menu. To the right of this field is a button labeled 'Pers #s'.



Grievance Training Exercise



**Create a Group Grievance filed by a
Bargaining Unit
Activity 7, Page 19**



Create Group Grievances

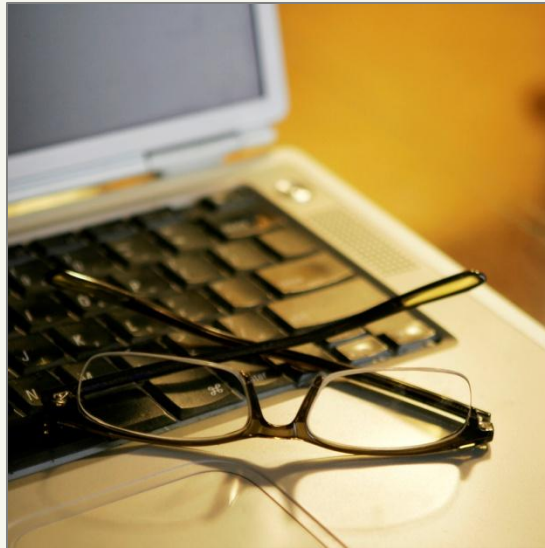
- A group of employees file a grievance
 - Enter grievance data as usual and **save**
 - Go back into the record and on the **Grievance Info** tab, check **Group Grievance** box
 - Enter personnel numbers of grievants, up to five, store any others in **Maintain Text**

The screenshot shows the 'Grievance Info' tab of a software application. The form contains the following fields and controls:

- Subtype:** A dropdown menu with '01 Issue' selected.
- Discipline Type:** A dropdown menu.
- Discipline Reason:** A dropdown menu.
- Add.Discpl Reasons:** A dropdown menu with a button labeled '→ Discpl Reasons'.
- Group Grievance:** A checkbox that is checked.
- Entire BU Griev.:** A dropdown menu with 'Institutions' selected.
- Other Incorp Griev:** A text input field with a button labeled '→ Griev #s'.
- Group Griev Pers #s:** A text input field containing '4000766' and 'RICHARDSON, ALICIA', with a button labeled '→ Pers #s' and a green checkmark.



Grievance Training Exercise



**Create a Group Grievance filed by
two or more employees
Activity 8, Page 23**

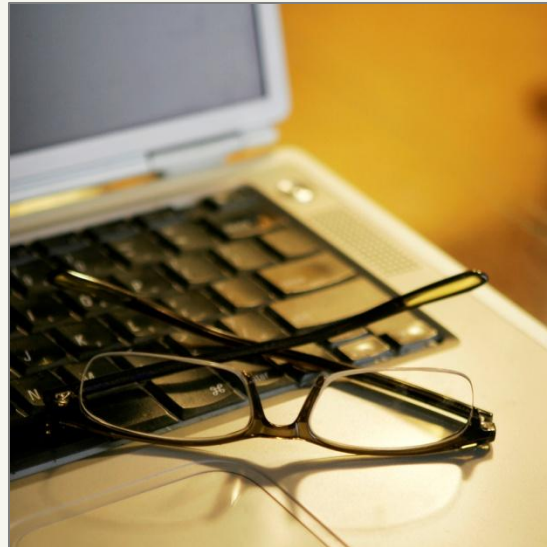
Create Group Grievances

- Employee files multiple grievances and parties decide to combine
 - Must select and close grievance records you incorporate
 - In combined grievance, enter the grievance number in the **Other Incorp Grievance** field (up to five) of those closed

The screenshot shows the 'Grievance Info' tab of a software interface. The form is light blue with white text. It contains several input fields and buttons. The 'Subtype' field is set to '01 Issue'. Below it are 'Discipline Type', 'Discipline Reason', and 'Add. Discpl Reasons' fields, each with a small white box. To the right of these is a 'Date' field. A button labeled 'Discpl Reasons' with a blue arrow is positioned below the 'Add. Discpl Reasons' field. Below this is a checked checkbox for 'Group Grievance'. To its right is a field for 'Entire BU Griev.' with a small white box, followed by the text 'Institutions'. Below that is the 'Other Incorp Griev' field, which contains the text '25799-2012-MJ'. To its right is a 'Cost' field. A button labeled 'Griev #s' with a blue arrow is positioned below the 'Other Incorp Griev' field. At the bottom, the 'Group Griev Pers #s' field contains the text '4000764 JOHNSON, MELISSA'. To its right is a button labeled 'Pers #s' with a blue arrow.



Grievance Training Exercise



**Combine grievances filed by one employee into
a single group grievance
Activity 9, Page 27**



Create Group Grievances

- Multiple employees, same issue, parties agree to combine

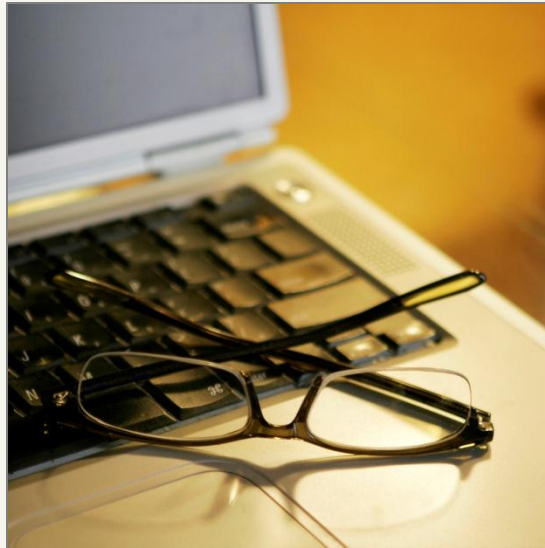
The screenshot shows a web application interface with four tabs: 'Grievance Info', 'Tracking', 'Contacts', and 'Article'. The 'Grievance Info' tab is active. The form contains the following fields and buttons:

- Subtype:** A dropdown menu with '01 Issue' selected.
- Discipline Type:** A dropdown menu.
- Discipline Reason:** A dropdown menu.
- Add.Discpl Reasons:** A dropdown menu.
- Discpl Reasons:** A button with a right-pointing arrow.
- Group Grievance:** A checkbox that is checked.
- Entire BU Griev.:** A dropdown menu with 'Institutions' selected.
- Other Incorp Griev:** A text input field containing '85675-01-DC'.
- Griev #s:** A button with a right-pointing arrow.
- Group Griev Pers #s:** A text input field containing '4000765' and a label 'CRAIG, DANIEL'.
- Pers #s:** A button with a right-pointing arrow.

- Must select one employee to store the grievance data of the group grievance
- Close out all grievances except primary
- Record in primary the grievance numbers and employee personnel numbers from the closed out records



Grievance Training Exercise



Combine similar grievances filed by two or more employees into a single group grievance
Activity 10, Page 31



Grievance Tracking Reports





Grievance Tracking Reports

- Easily view reports on demand via Portal or BEx
- Manipulate data in HRMS or export to Excel
 - Customize the type of data you want to view/generate.
 - Quickly customize data in the portal to print or export to Excel

Please keep your data entries current by the end of each month.





Reinforce Performance

Outcomes:

Employees know how their performance contributes to the goals of the organization. Strong performance is rewarded; poor performance is eliminated. Successful performance is differentiated and strengthened. Employees are held accountable.

Performance Measures

Percent employees with current performance evaluations

Disciplinary actions and reasons, disciplinary grievances/appeals filed and disposition (outcomes)

Reward and recognition practices (TBD)

[Enter Agency Name]

Formal Disciplinary Actions

Agency Priority: [High/Medium/Low]

Disciplinary Action Taken

Action Type	# of Actions
Dismissals	[XXX]
Demotions	[XXX]
Suspensions	[XXX]
Reduction in Pay*	[XXX]
Total Disciplinary Actions*	[XXX]

* Reduction in Pay is not currently available as an action in HRMS/BI.

Issues Leading to Disciplinary Action

- [XXX]
- [XXX]
- [XXX]
- [XXX]
- [XXX]
- [XXX]

Analysis:

- [XXX]
- [XXX]
- [XXX]
- [XXX]
- [XXX]
- [XXX]

Action Steps: (What, by whom, by when)

- [XXX]

Data Time Period: [mm/yy] through [mm/yy]
Source: [Enter Data Source]

15



Reinforce Performance

Outcomes:

Employees know how their performance contributes to the goals of the organization. Strong performance is rewarded; poor performance is eliminated. Successful performance is differentiated and strengthened. Employees are held accountable.

Performance Measures

Percent employees with current performance evaluations

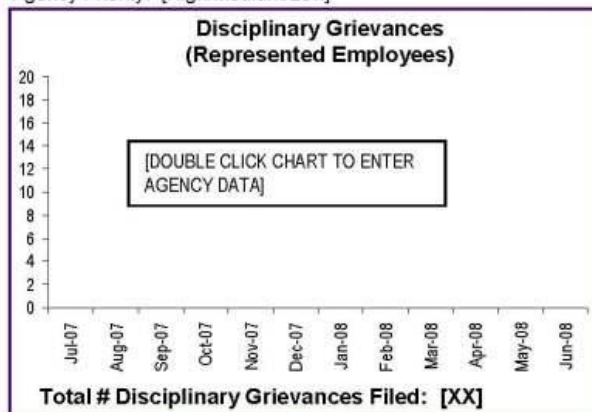
Disciplinary actions and reasons, disciplinary grievances/appeals filed and disposition (outcomes)

Reward and recognition practices (TBD)

Disciplinary Grievances and Appeals

[Enter Agency Name]

Agency Priority: [High/Medium/Low]



Disciplinary Appeals (Non-Represented Employees filed with Personnel Resources Board)

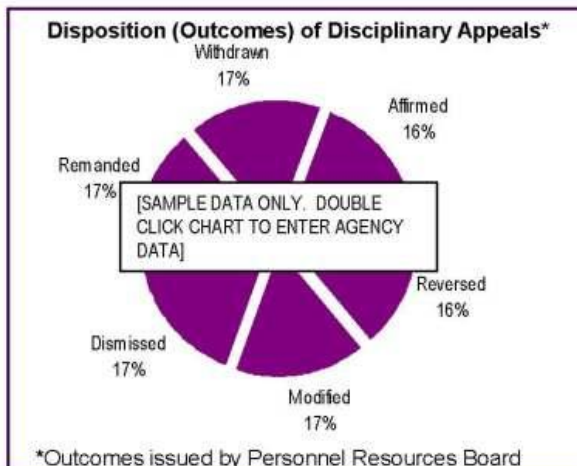
[XX] Dismissal
[XX] Demotion
[XX] Suspension
[XX] Reduction in salary

[XX] Total Disciplinary Appeals Filed with PRB

There is no one-to-one correlation between the filings shown above and the outcomes displayed in the charts below. The time lag between filing date and when a decision is rendered can cross the time periods indicated.

Disposition (Outcomes) of Disciplinary Grievances

- [XXX]
- [XXX]
- [XXX]
- [XXX]
- [XXX]
- [XXX]
- [XXX]



Data Time Period: [mm/yy] through [mm/yy]
Source: [Enter Data Source]

16



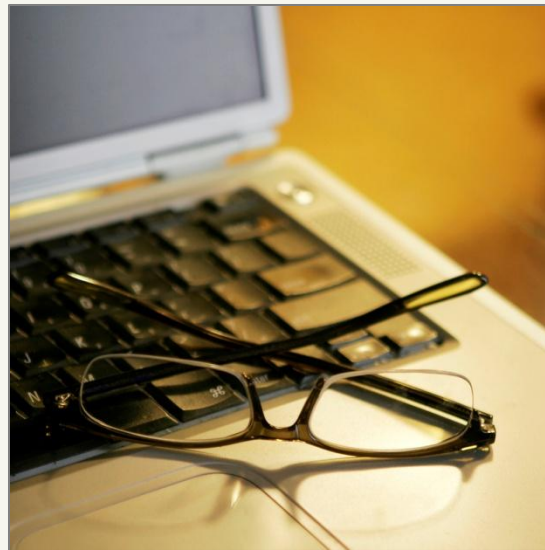
Grievance Tracking Reports

Types of Reports available via Portal or BEx:

- Grievance Details Report
- Grievance Master Agreement Report
- Grievance Totals by Agency Report
- Grievance Articles Trend Report
- Grievance Detail Agency Report
- Grievance History Report



Grievance Training Walk Through Activity



**Running the Grievance Details
Report via the Portal**



Grievance Reports



Complete grievance reporting instruction is available on the OLQR at:

<http://hr.wa.gov/payroll/HRMS/OnLineQuickReference/Pages/GrievanceInformation.aspx>



Course Objectives

- Upon completion of this course, you will be able to:
 - Explain the roles used in the Grievance Tracking System
 - Perform the required steps to administer a Grievance within the Grievance Tracking System
 - Track, report, and analyze grievance data
 - Take away all grievance resource materials



Resources

- Enterprise Technology Solutions Center, (360) 407-9100
- HRMS End User site:
<http://hr.wa.gov/payroll/HRMS/HRMSSupport/Pages/default.aspx>
- The On-Line Quick Reference:
<http://hr.wa.gov/payroll/HRMS/OnLineQuickReference/Pages/GrievanceInformation.aspx>
- Contact your Agency helpdesk to obtain a logon id and password for HRMS HCM or to request a password change
- Grievance Reporting Instructions
<http://hr.wa.gov/payroll/HRMS/OnLineQuickReference/Pages/GrievanceInformation.aspx>

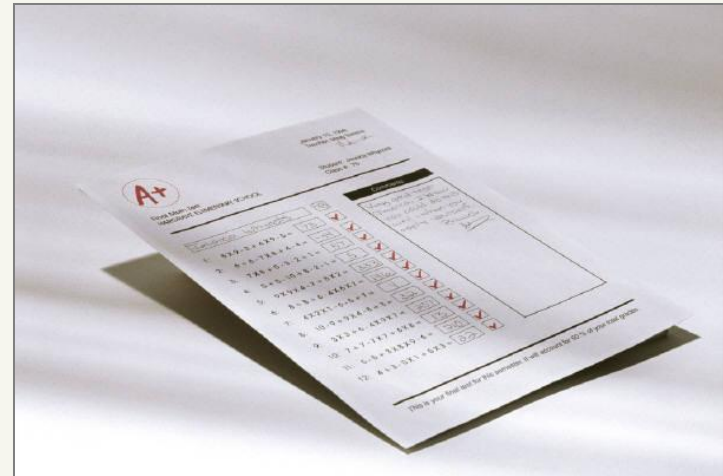


Question and Answer



Training Evaluation

To receive credit for this course please complete the **course evaluation and participant assessment** prior to leaving.



Thank you for your participation!